User Manual

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Getting Started

Install your Camera and Speaker/Microphone
- In order to participate in a GMDC Connect desktop telepresence meeting, you will need a webcam, speakers, and microphone
- Many newer laptops, tablets and smartphones have these items built in
- If your computer does not have a built-in webcam and/or speakers and microphone, procure whichever items you need. GMDC Connect will work with most webcams, speakers and microphones. A list of recommended equipment is below
- Plug in and install your new camera and/or speaker/microphone to your computer, according to the package instructions

Recommended Equipment

- To get the best results from GMDC Connect, the following computer specifications are recommended:
    - 8GB RAM
    - 2.10 GHz processor

    Camera

    - Manufacturer: Logitech
    - Model: c920 HD Webcam
    - USB connection
    - Desktop-controlled zoom, pan features

    - Average price: $75

    Speaker/Microphone

    - Manufacturer: Logitech
    - Model: Jabra BSP420 Speakerphone
    - USB Connection
    - Average price: $50

    Camera/Speaker/Microphone All-in-One

    - Manufacturer: Logitech
    - Model: BCC950 ConferenceCam
    - USB connection
    - Remote-controlled zoom, pan features
    - Average price: $185

Room-size Videoconferencing with GMDC Connect

- The breathtaking video and screen-share clarity of the GMDC Connect system makes room-size videoconferencing surprisingly affordable.
- Just connect a large-screen TV, via an HDMI cable, to your laptop or desktop computer. Add one of the above high-quality cameras, speakers and microphones, and you have an excellent room-size videoconferencing system, for thousands less than other room systems.

Starting/Hosting a GMDC Connect VideoMeeting

Standard Start/Host VideoMeeting Method

Invite People to a VideoMeeting
- Use your normal calendar invite function
- Insert your Direct Meeting Link as the meeting location
- (Link is provided in your welcome email – it will look like this: https://gmdcconnect.zoom.us/j/123456789, with last 9 digits as your GMDC Connect meeting ID)
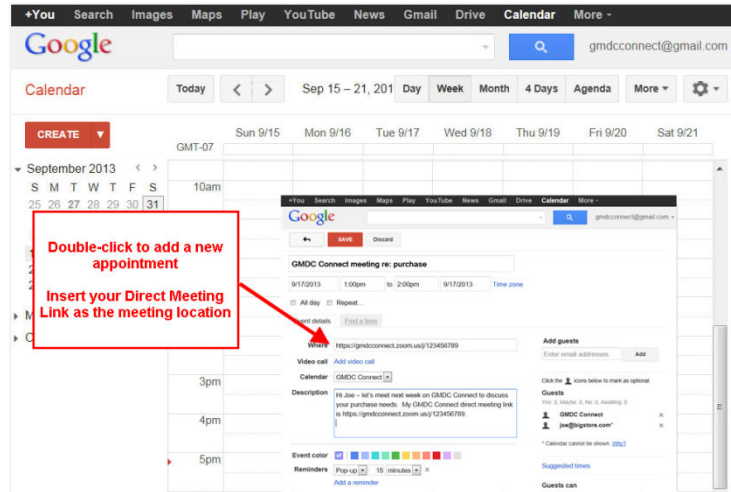
In Outlook
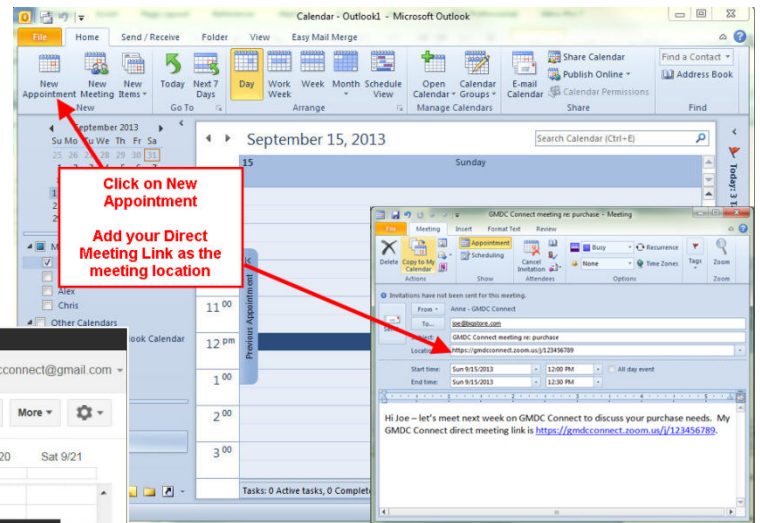
In Gmail
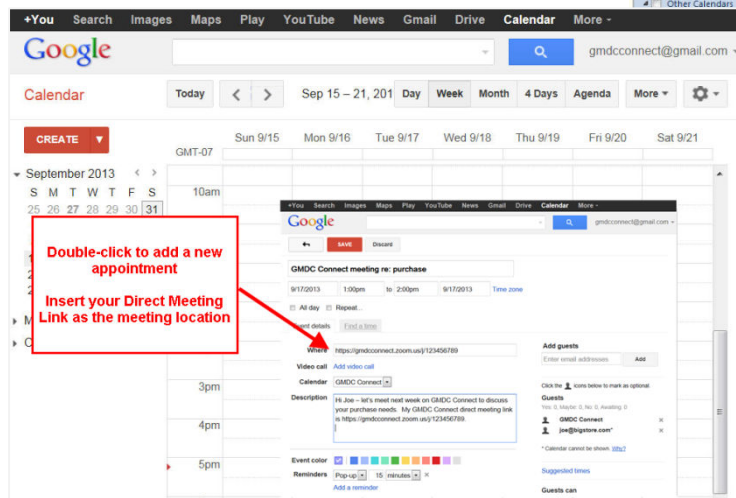
Start the VideoMeeting (for Meeting Host)
- On the day/time of your meeting, go to www.GMDCConnect.org
- Click the Start/Host a VideoMeeting button
- Enter your email address and GMDC Connect password
- Click the Start Meeting button
- That's it! The GMDC Connect video software will load automatically the first time you use it.
- Wait for your invited attendees to join the meeting
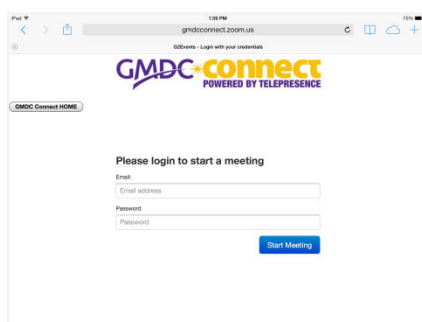
Connect Outlook Calendar Add-in Start/Host VideoMeeting Method

Download/Set-up GMDC Connect Outlook Add-In

- IMPORTANT: Close down any copies of Outlook (including Outlook Calendar) that you currently have running
- Go to www.GMDCConnect.org
- Click on Support tab, Outlook Add-In drop-down
- Download and install the Outlook Add-In
- Shut down your computer, then restart computer
- Re-open Outlook; Go to your Calendar
- Click new GMDC Connect icon to open the Outlook Add-In
- Enter your GMDC Connect Meeting ID number in the blank field – you will only need to do this one time
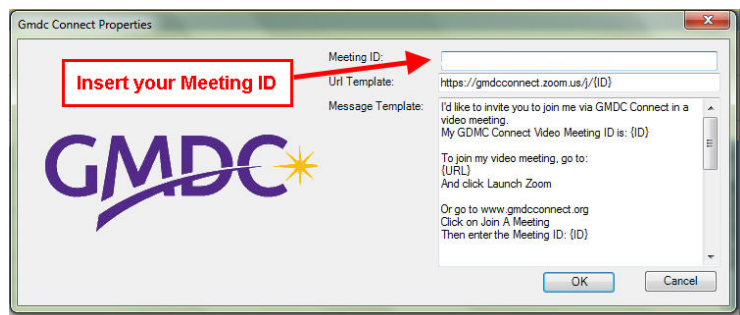
Invite People to a VideoMeeting

- In your Outlook Calendar, click on the GMDC Connect Add-In icon
- Meeting location and Join Meeting text is auto-populated for you
- Enter your meeting invitee emails and your Subject, then send as normal
- Meeting invitees do not have to be GMDC Connect subscribers –just you have to be!

Start the VideoMeeting (for Meeting Host)

- On the day/time of your meeting, go to www.GMDCConnect.org
- Click the Start/Host a VideoMeeting button
- Enter your email address and password
- Click the Start Meeting buttons
- That's it! The GMDC Connect video software will load automatically.
- Wait for your invited attendees to join the meeting
- Note: meeting attendees cannot enter your meeting until you start the meeting
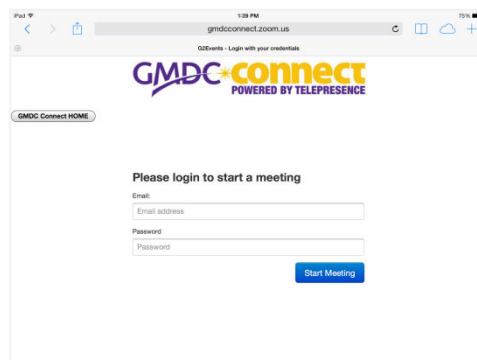
**Mobile Device Start/Host VideoMeeting Method (Smartphone or Tablet)**

Invite People to a VideoMeeting
- Use your normal calendar invite function
- Insert your Direct Meeting Link as the meeting location
- (Link is provided in your welcome email – it will look like this: https://gmdcconnect.zoom.us/j/123456789, with last 9 digits as your GMDC Connect meeting ID)

Start the VideoMeeting (for Meeting Host)

- On the day/time of your meeting, go to www.GMDCConnect.org
- Click the Start/Host a VideoMeeting button
- Enter your email address and password
- Click the Start Meeting buttons
- That's it! The GMDC Connect video software will load automatically.
- Wait for your invited attendees to join the meeting
- Note: meeting attendees cannot enter your meeting until you start the meeting
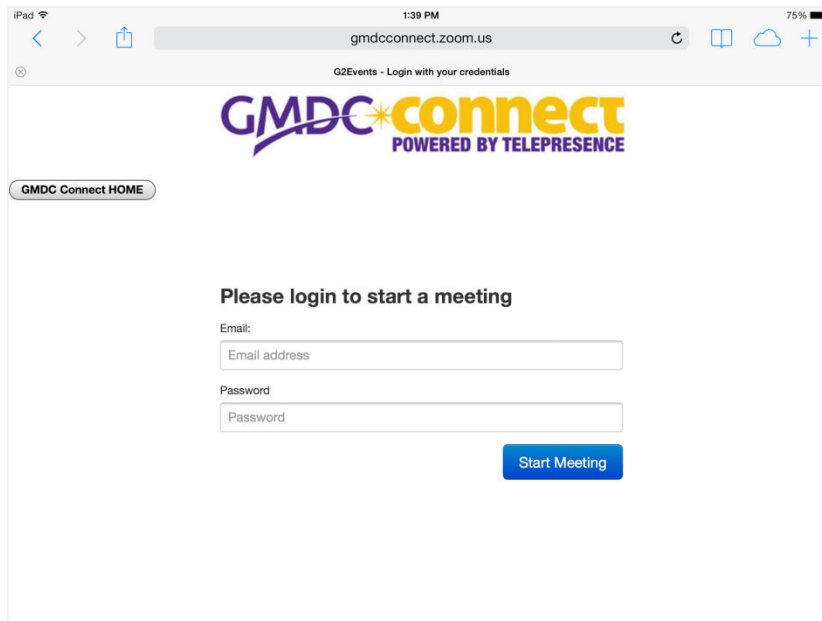
Joining a GMDC Connect VdieoMeeting - as a Participant

To Join from a PC or Mac

Install your Camera and Speaker/Microphone
- If your computer does not have a built-in webcam and/or speakers and microphone, plug in and install an external camera and/or speaker/microphone to your computer, according to the package instructions
- Visit www.GMDCConnect.org for recommended equipment

Join the Meeting
- Click on the Direct Meeting Link provided by meeting host
- Link will look like this: https://gmdcconnect.zoom.us/j/123456789
- Click Launch Zoom
         OR
- Go to www.GMDCConnect.org
- Click on Join A VideoMeeting
- Then enter the host's Meeting ID
- (the Meeting ID is the 9-digit number at the end of the Direct Meeting Link)
- Click Launch Zoom

That's it! The GMDC Connect video software will load automatically and you will be in your video meeting with the meeting host*.

* Meeting Host must start the meeting. You will be on hold until host starts meeting and will see a notice like this.
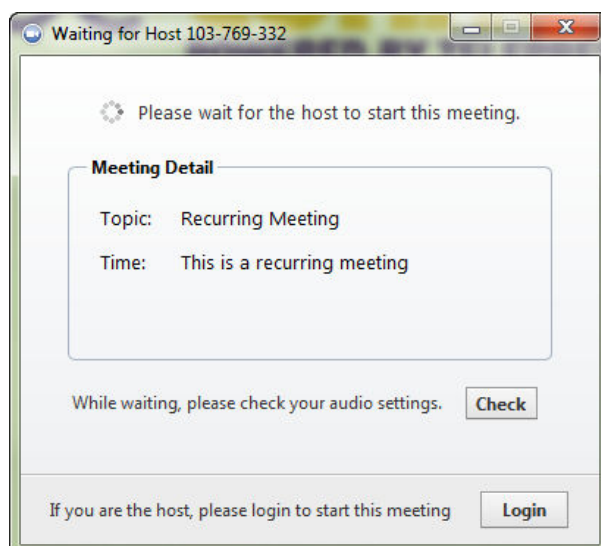
To Join from a Mobile Device (Tablet or Smartphone)

- Go to www.GMDCConnect.org
- Click on Join a VideoMeeting
- Click blue Join Meeting button
    - If this is the first time you are joining from a mobile device, click to download, install and open the Zoom App
- Click Join
- Enter the Meeting ID
  (the Meeting ID is the 9-digit number at the end of the Direct Meeting Link provided to you by the Meeting Host)
- You will then be entered into the meeting
    - If you plan to share content, you may prefer to do this from a desktop system, rather than from your mobile device
- When your meeting ends, you may be returned to the Zoom App.
    - Please note that, if you are a GMDC Connect subscriber, your GMDC Connect login credentials will NOT work with the Zoom App.

To Join Via Audio Only by Telephone

- Call +1(424)203-8450 (US/Canada only)
- Enter the Meeting ID
- (the Meeting ID is the 9-digit number at the end of the Direct Meeting Link)
- For Global Dial-in Access numbers, see Appendix A: GMDC Connect Voice-Only Global Dial-in Access Numbers
    - Global Dial-in Access numbers are also available at www.GMDCConnect.org
    - Click the drop-down under the Support tab
    - NOTE: the meeting host must join via www.GMDCConnect.org
        - Host cannot start VideoMeeting by telephone

To Join From Room Videoconferencing Systems

- You can also join a GMDC Connect VideoMeeting from your room videoconferencing or telepresence system.
- Please provide the following information to your videoconference IT support person.
- We also suggest that you ask your IT support to schedule a test call prior to your meeting.

    - To join from an H.323 IP videoconference system
        - Dial IP address: 8.25.218.111
        - Enter the Meeting ID
        - (the Meeting ID is the 9-digit number at the end of the Direct Meeting Link)

    - To join from a SIP IP videoconference system
    - Dial IP address as: MEETINGID@8.25.218.111
    - (the Meeting ID is the 9-digit number at the end of the Direct Meeting Link)

Advanced Meeting Features

Invite participants instantly

In addition to inviting people to join a pre-scheduled meeting, you can invite them to join you "on the fly", right from your GMDC Connect meeting.

- Once your GMDC Connect meeting is open, click the Invite button
- Select your instant invite method
- Send the invite and allow participants to join you immediately
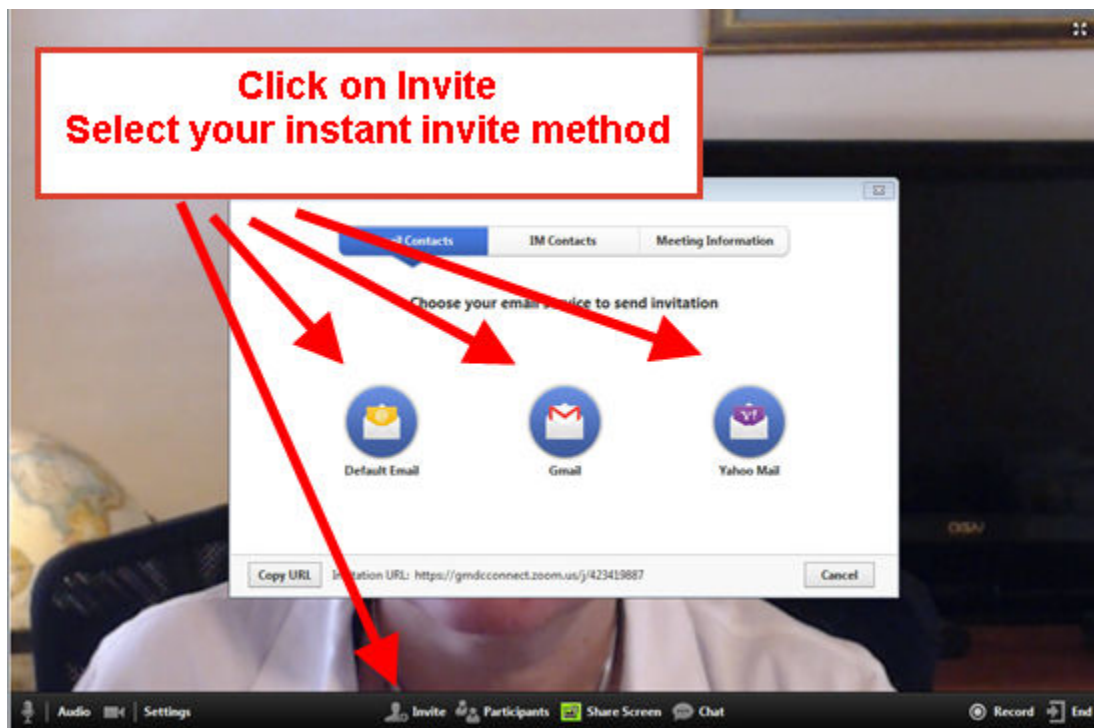
Instant Messenger Chat
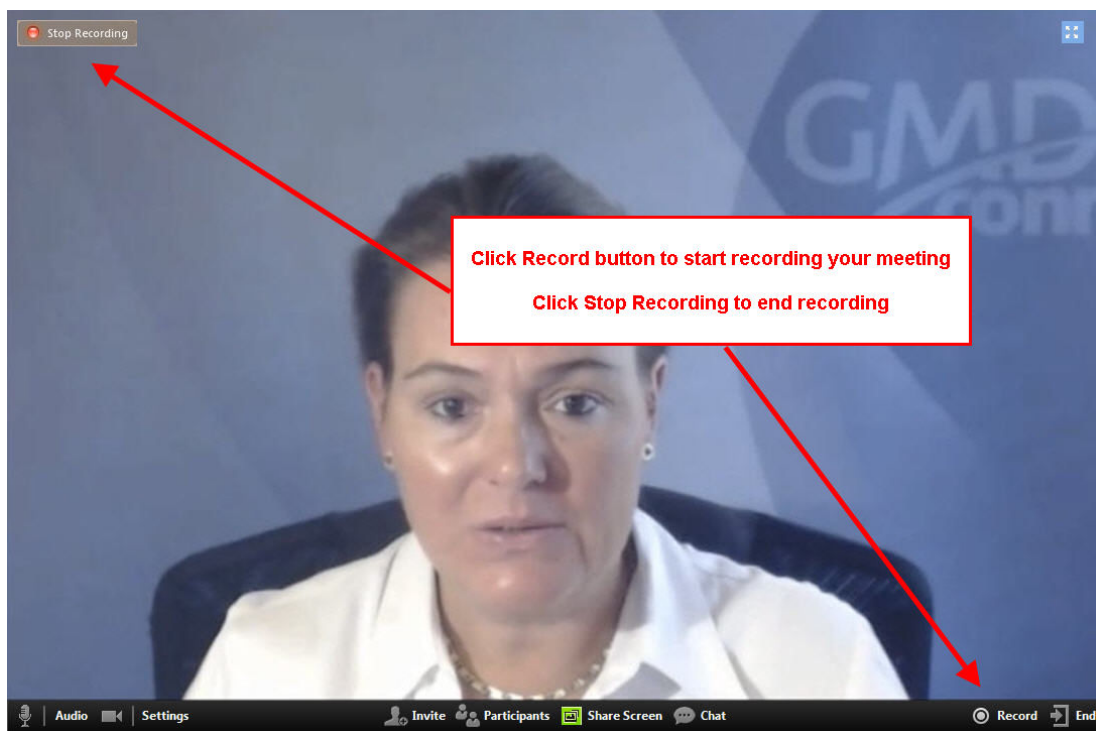
During a GMDC Connect meeting, participants can send public or private instant messages.

- Once your GMDC Connect meeting is open, click the Chat button
- Select All, or a specific person, from the drop-down list
- Type your public or private message
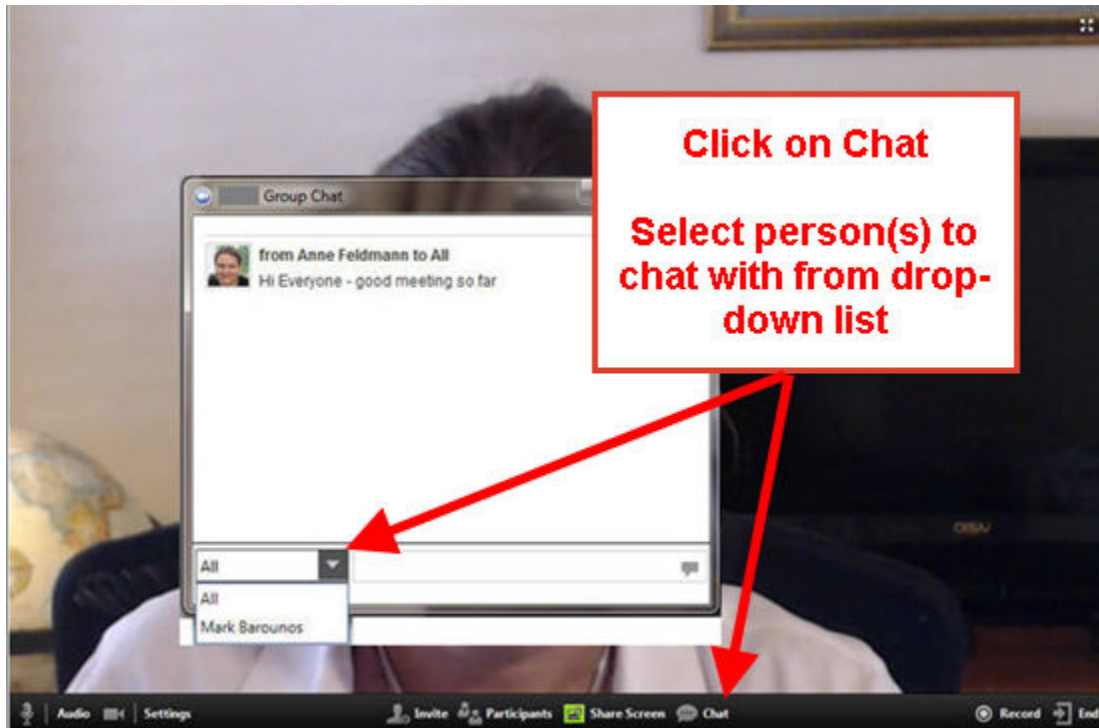
Recording and Archiving Your GMDC Connect Meeting

The Meeting Host can record GMDC Connect meetings to his/her desktop as MP4 video files

- Once your GMDC Connect meeting is open, click the Record button
- Small red Recording button will be visible to all parties
  - As a matter of etiquette, inform your meeting participants that you are recording the meeting
- To end recording, click End Recording button
- When your meeting ends, video file will be saved to your desktop

Share Screen

Any meeting participant can share content (slides, web pages, videos, documents) from his or her own desktop.

- Once your GMDC Connect meeting is open, click the Share Screen button
- Select the open window on your desktop that you want to share
- Your shared content will appear in the large screen, and meeting participants will appear as video thumbnails
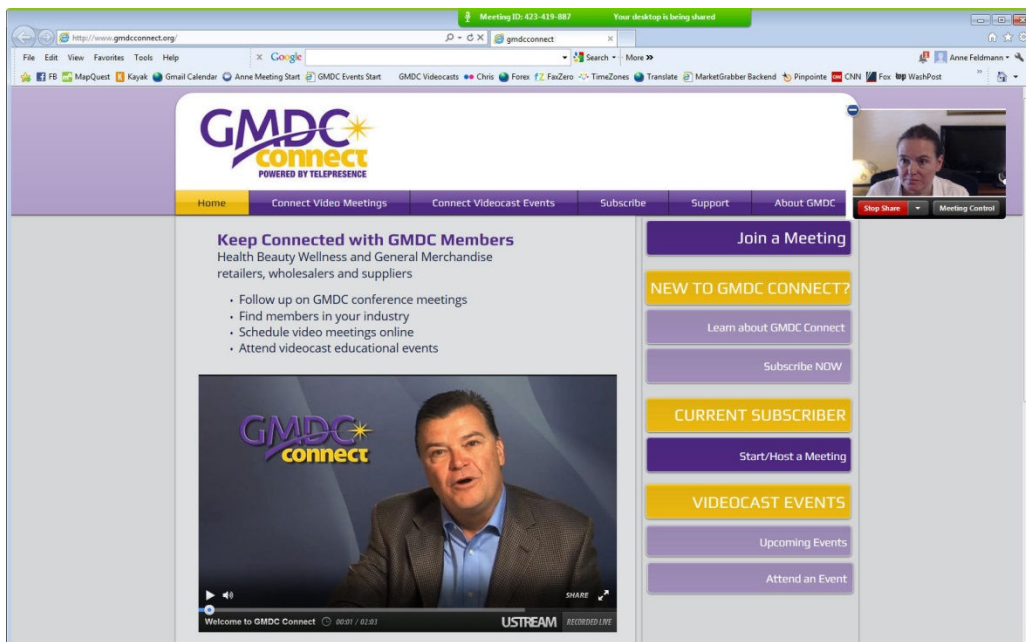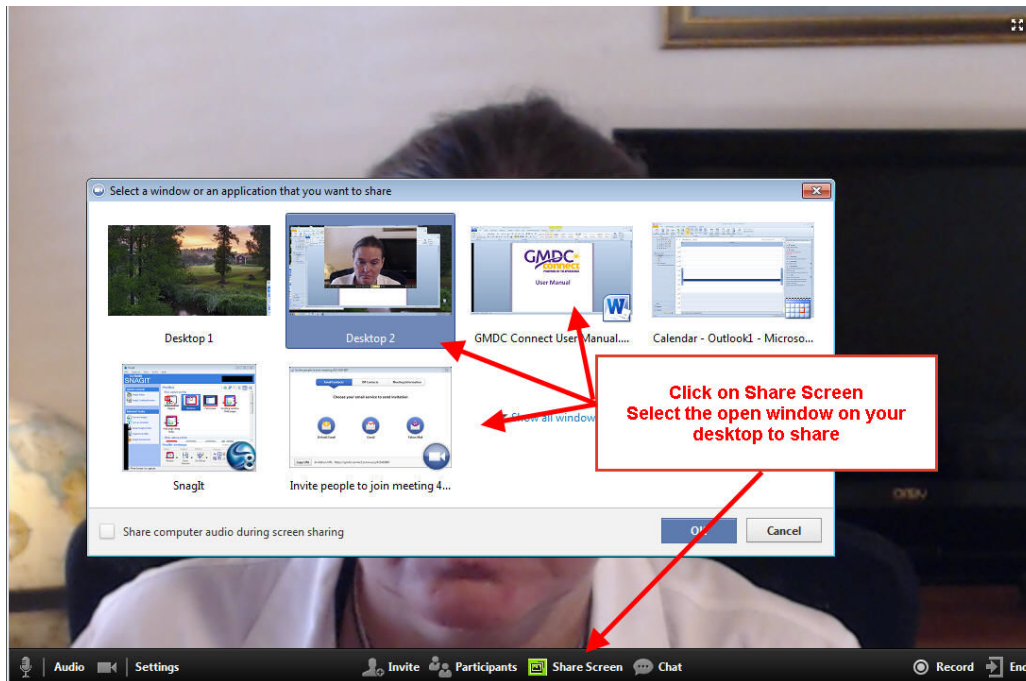
Annotating Content

During screen share, you can make annotations to your shared content.

- Under the meeting participant thumbnail images, click drop-down arrow next to the red Stop Share button
- A menu of annotation options appears, including
    - Spotlight
    - Highlighter
    - Pen
    - Arrow
- Select your preferred annotation option
- Highlight or write on your shared content screen for everyone to see
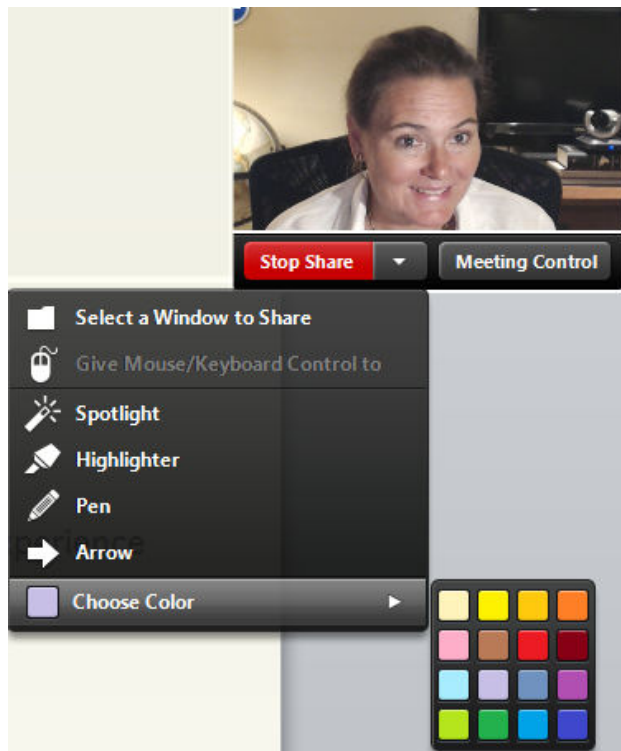
Tips, Tricks and Etiquette

- Connectivity: make sure your Internet connection is as strong as possible
    - Best solution: hardwire to modem
    - Next best: make sure you are physically close to your modem/router for strongest wi-fi connectivity

- Computer: make sure your computer has fastest processing speed possible
    - Use newest/fastest computer you have available
    - Close any unnecessary "bandwidth hog" applications

- Camera/Speakers/Microphone: use best quality hardware you have available
    - Make sure video client has correct hardware specified
    - When you are not speaking, mute your microphone to avoid echo/feedback
    - If using external microphone/speakers, keep them as far apart from each other as possible
    - Note: if applicable, Moderator may mute you from Control Panel when you are not speaking

- Lighting: have as much ambient light as possible in room you will broadcast from
    - Spotlight trained at ceiling creates excellent ambient light
    - Sunlight from windows can sometimes create odd shadows

- Visual effectiveness:
    - Wear solid colors in light shades, such as light blue and pale yellow; avoid red clothing
    - Avoid stripes or checked patterns, as the process of digitizing, compressing and displaying these images can result in blocky edges and distracting patterns
    - When speaking, look directly at camera, as this will appear to audience as if you are looking into their eyes
    - Move as little as possible during meeting; remember that you will appear headless if you stand up

- Audio effectiveness:
    - Do not block your microphone
    - Speak using your normal voice
    - Avoid eating; especially refrain from eating crunchy foods or popping soda tops, as noises are amplified
    - Close the door to your broadcast room

- Etiquette:
    - If you are recording a meeting, verbally notify your meeting participants

GMDC Connect Videocast Events

<u>What are GMDC Connect Videocast events?</u>
- Online live streamed events
- Produced using the GMDC Connect desktop telepresence network
- Featuring subject matter expert speakers and panels
- Available for live online attendance
- Available afterwards on-demand

<u>Who can attend GMDC Connect Videocast events?</u>
- Some videocast events are open to the public
- Some videocast events are limited to GMDC members
- Some videocast events are limited to GMDC Connect subscribers
- If registration fee applies, GMDC Connect members and/or subscribers get discounted rates

<u>How to attend a GMDC Connect Videocast event</u>
- Go to www.GMDCConnect.org
- Click on Videocast Events, Videocast Schedule drop-down
- Select event you would like to attend
- Complete online registration form; pay registration fee if applicable
- A videocast reminder email will be sent to you, with an Add-to-Calendar link
- On the videocast event date and time, go to the direct event link provided in your confirmation email
- Watch the live videocast
- Post questions to the speaker(s) or panelists via Instant Messenger Chat

How to Access Archived GMDC Connect Videocast Events

- Go to www.GMDCConnect.org
- Click on Videocast Events, Archived Videocasts drop-down
- Select an archived event you would like to view
- Complete online registration form; pay registration fee if applicable
- Watch the recorded Videocast

Basic Troubleshooting Guide

Cannot start the Connect Video Meeting application

If you are getting an error message when you first try to start or join a GMDC Connect video meeting that says "Cannot Start Application", or if your application stays in a "connecting" mode and times out to a "Network error, please try again" or "Can't connect to our service, please check your network connection and try again" -- a possible explanation is that your company has a firewall in place which is restricting you from accessing our video server.

Following are notes and information that your IT staff will need in order to whitelist the GDMC Connect servers:

- Network Firewall
    - Check your network connection by opening a browser and ensure that you can access http://zoom.us
    - For network firewall settings, please allow UDP and TCP port 8801, 8802 and 8804 inbound and outbound for all outbound IP ranges.
    - If we unable to connect via 8801, 8802 or 8804, we will use TCP port 443 SSL for all outbound IP ranges
- URL filter that is blocking access to zoom.us
    - If you know what the firewall/URL filter is, please let us know via help@GMDCConnect.org, and we will contact the vendor to update their categorization.
    - You can also contact your IT admin to re-categorize zoom.us from new (parked domain) to a business website.
- Proxy server
    - We also support HTTP proxy server. You may be prompted to enter the proxy settings on the client.
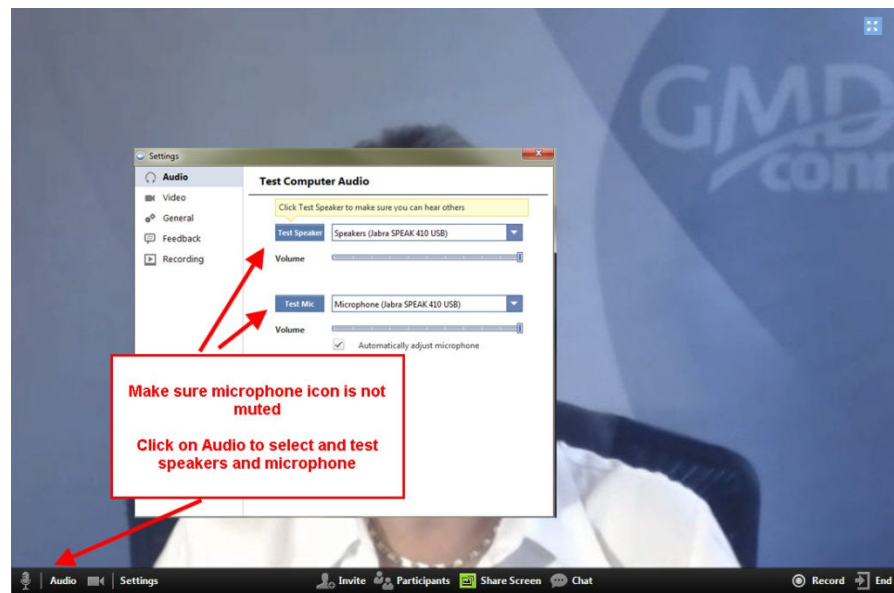
Others can't see your video image?

- Make sure camera icon is not disabled
- Click on Settings
- Make sure your preferred camera is selected
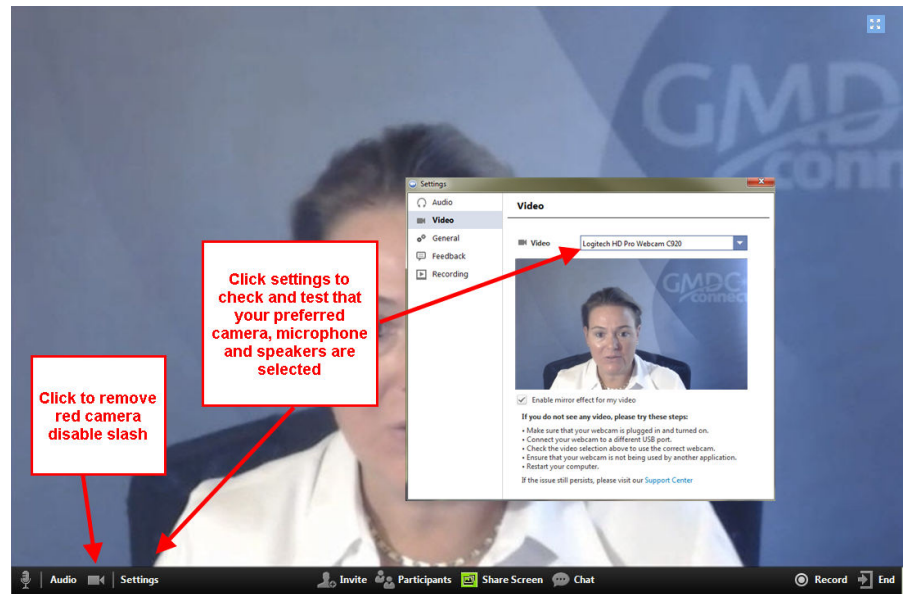
Can't hear other speakers or they can't hear you?

- Make sure microphone icon is not muted
- Click on Audio
- Make sure your preferred speakers and microphone are selected
- Click on the test speakers and test microphone buttons to test

<u>Cannot view a Videocast Event</u>

If you are getting an error message when you try to view a GMDC Connect Videocast Event (whether live online or archived) that says "Content Blocked by your organization" -- the likely explanation is that your company has a firewall in place which is restricting you from accessing videos online.

Following are notes and information that your IT staff will need in order to whitelist the GDMC Connect videocast server:

- Optimal Firewall settings needed for GMDC Connect Videocasts
  In order to watch GMDC Connect videocasts, you have to create the following firewall rules, assuming you have a regular internet connection:
    - Outgoing UDP destination port 53 to your nameserver or any IP for domain name resolution (DNS)
    - Outgoing TCP destination port 80, 443 to any IP (WEB)
    - Outgoing TCP destination port 1935 to any IP (RTMP - this is used to deliver the stream)
    - Outgoing TCP destination port 843, 6667 to {IP ADDRESS RANGES (bellow)} (IRC - Chat system)

- Setting up firewall rules on Microsoft Windows:
    - Please visit www.GMDCConnect.org, Support section for links

- Setting up firewall rules on Mac OS X:
    - Please visit www.GMDCConnect.org, Support section for links

Appendix A: GMDC Connect Voice-Only Global Dial-in Access Numbers

Country	Conference Number	Country	Conference Number
Argentina	+54 341 512 2188	Latvia	+371 6303 1888
Australia	+61 2 8015 2088	Lithuania	+370 5214 1488
Austria	+43 72 011 5988	Luxembourg	+352 2786 1188
Bahrain	+973 1619 8488	Malta	+356 2778 1288
Belgium	+32 2 588 4188	Mexico	+52 554 161 4288
Brazil	+55 21 3958 7888	Netherlands	+31 20 241 0288
Bulgaria	+359 2 492 5688	New Zealand	+64 9 801 1188
Canada	+1 647 558 0588	Norway	+47 2396 0588
Chile	+56 41 256 0288	Panama	+507 833 9588
China*	+86 400 120 8886	Peru	+51 1 707 5788
Croatia	+385 1300 0988	Philippines**	+63 2395 3500
Cyprus	+357 2 200 0888	Poland	+48 22 307 3488
Czech Republic	+420 2 2888 2388	Portugal	+351 308 804 188
Denmark	+45 8988 3788	Puerto Rico	+1 787 945 1488
Dominican Republic	+1 829 956 2188	Romania	+40 31 630 1088
El Salvador	+503 2113 9088	Singapore	+65 3158 7288
Estonia	+372 880 1188	Slovakia	+421 233 056 888
Finland	+358 9 4245 1488	Slovenia	+386 1888 8788
France	+33 1 8288 0188	South Africa	+27 21 300 8588
Georgia	+995 3224 73988	South Korea	+82 (0) 2 6022 2322
Germany	+49 30 3080 6188	Spain	+34 91 198 0188
Greece	+30 211 198 4488	Sweden	+46 8 4468 2488
Hong Kong	+852 5808 6088	Switzerland	+41 31 528 0988
Hungary	+36 1 701 0488	Taiwan**	+886 277 417 473
Ireland	+353 1 691 7488	United Kingdom	+44 20 3695 0088
Israel	+972 3 978 6688	United States	+1 646 568 7788
Italy	+39 069 480 6488	United States	+1 415 762 9988
Japan	+81 3 4578 1488		

Need Help?

For help setting up or using GMDC Connect, please see our website Support section

- www.GMDCConnect.org, Support tab

Or feel free to contact our Customer Support by phone

- Support Line : 1 (855) 894-7781
- Monday – Friday
- 9:00am - 5:00pm US Mountain time

Or email us anytime at help@GMDCConnect.org